



Brilliantly simple™

ShoreTel Mobility User's Guide for Android®

Release 6.0



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Preface

This guide is written for people who use Android with the ShoreTel Mobility Solution. You should have a basic understanding of the native system features and functionality of the device in order to use this guide effectively.

The following procedures may vary slightly depending upon device type.

Documentation Overview

This guide is documented as described in the following sections.

Table P-1 In this Guide

Chapter	Description
1	"Installing the ShoreTel Mobility Client Application"
2	"Getting Started"
3	"Managing Calls"
4	"Presence and Instant Message"
5	"Secure Remote Access"
6	"Searching the Corporate Directory"
7	"Changing the ShoreTel Mobility Client Settings"
A	"ShoreTel Communicator"

Documentation Conventions

This guide uses the following advisory notices:

IMPORTANT Indicates information that you need to pay special attention to.

NOTE Indicates supplementary information.

TIP Indicates a helpful tip.

This guide uses the following text conventions:

Convention	Usage
Bold text	Highlights user interface elements that you select on your mobile device or computer
<code>Command text</code>	Specifies text that you type
<i>Italic text</i>	Highlights document titles or words with special emphasis
Menu > Command	Specifies a menu item that you select

Related Documentation

Publications in the ShoreTel Mobility solution documentation suite include the following:

- *ShoreTel Mobility Platform Support Guide*
- *ShoreTel Mobility Router Administrator's Guide*
- *ShoreTel Mobility Router 6000 Hardware Installation Guide*
- *ShoreTel Mobility Router 4000 Hardware Installation Guide*
- *ShoreTel Mobility Router 2000 Hardware Installation Guide*
- *ShoreTel Mobility Quick Reference Card: Features*
- *ShoreTel Mobility Quick Reference Card: Installation*

Online Knowledgebase

Access the ShoreTel online knowledgebase for additional information about the current release or to resolve issues with the ShoreTel system. This password-protected, online database is accessible to authorized contacts through the ShoreTel support site at <http://support.shoretel.com>.



Installing the ShoreTel Mobility Client Application

The ShoreTel Mobility Client application is designed to become the primary dialer interface after installation. With the ShoreTel Mobility Client, you can make and receive calls and access other standard device features, such as your Log/Recent activity, Contacts, and advanced calling features like Bluetooth, speed dialing, in addition to enterprise telephony features, such as conferencing or forwarding or enterprise directory lookup of contacts.

This chapter provides instructions about how to install the ShoreTel Mobility Client and contains the following sections:

- [“Before You Begin” on page 1-3](#)
- [“Connecting to a Wi-Fi Network” on page 1-4](#)
- [“Downloading and Installing the ShoreTel Mobility Client” on page 1-5](#)
- [“Provisioning the Device” on page 1-6](#)
- [“Updating to the Latest ShoreTel Mobility Client” on page 1-8](#)
- [“Uninstalling the ShoreTel Mobility Client” on page 1-9](#)

IMPORTANT The ShoreTel Mobility Client application can be installed only to memory on a mobile device. You cannot install the ShoreTel Mobility Client on a micro SD or other external memory card.

1.1 Before You Begin

Ensure you have the following information and settings established before you install the ShoreTel Mobility Client:

- A data connection. For more information on Wi-Fi connections, see [“Connecting to a Wi-Fi Network” on page 1-4](#).
- If applicable, your credentials (used for authentication) for the Wi-Fi access point. (This information is necessary if you need to set up a Wi-Fi access point on your mobile device.)
- If applicable, the security mode used by the access point (for example, WPA or WPA2)
- ShoreTel Mobility Router IP address on the enterprise network and, if applicable the public address, or fully qualified domain name (FQDN).
- User name and password required for authentication on the Mobility Router.
- Enterprise phone number or extension. Contact your system administrator if you have questions about the information that you need for installation.
- A functioning SIM card is in the mobile device. GSM devices only.
- Time, date, and time zone set on the device before provisioning the ShoreTel Mobility Client.

1.2 Connecting to a Wi-Fi Network

When Wi-Fi is enabled on your mobile device, it scans for available Wi-Fi networks in the area. If the mobile device has never connected to an enterprise Wi-Fi network, choose the enterprise Wi-Fi network when prompted to connect to a Wi-Fi network. Depending on the Wi-Fi network, you might need to provide the appropriate security key to connect to the network.

Before setting up a Wi-Fi access point on your mobile device, make sure that you have the following information:

- Name of a Wi-Fi access point in your enterprise network
- Credentials for the Wi-Fi access point (used for authentication with the access point)
- Security mode used by the Wi-Fi access point (for example, WPA or WPA2)

To set up a Wi-Fi access point on your mobile device, use the following procedure. For more information about setting up a Wi-Fi access point, refer to the documentation for your mobile device.

To set up a Wi-Fi access point on your mobile device:

- 1 From the Home screen, select **Settings > Wireless & networks > Wi-Fi Settings**.
- 2 Select the appropriate network and enter appropriate credentials (name, password, etc.) if prompted.

1.3 Downloading and Installing the ShoreTel Mobility Client

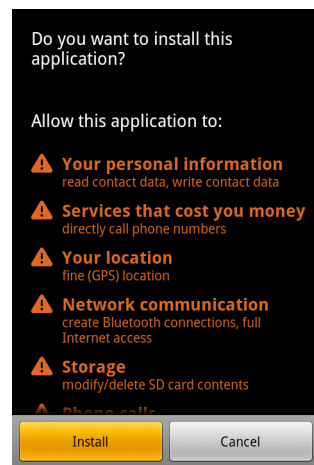
- 1 From the Home screen, select **Settings > Applications**.
- 2 Check **Unknown Sources**.
- 3 Open a Web browser and enter the URL of the ShoreTel Mobility Router in the following format:

`http://Mobility-Router-address/i`

where *Mobility-Router-address* is the IP address or fully qualified domain name of the Mobility Router (for example, `http://10.11.12.13/i` or `http://sj.example.com/i`).

IMPORTANT If you are not accessing the Mobility Router as a local user, contact your system administrator for information about how to access and download the ShoreTel Mobility Client.

- 4 Select the link to download the latest version of the ShoreTel Mobility software.
- 5 Read the warning pop-up and select **Install**.



- 6 Locate the ShoreTel application and move it to the Home screen.

1.4 Provisioning the Device

IMPORTANT Verify the device has a data connection prior to proceeding.

- 1 From the Home screen, select **ShoreTel**.
- 2 Read and **Accept** the **Emergency Call Warning** page to continue. If you do not accept the Emergency Call Warning, the ShoreTel Mobility Client exits without provisioning.
- 3 In the **Mobility Router Address** field, type the IP address or the Fully Qualified Domain Name (FQDN) of the ShoreTel Mobility Router on the enterprise network. An example of an IP address is 10.1.2.3, and an example of an FQDN is server1.example.com.
- 4 Enter your **Username**. This username is typically the one you use to log in to your enterprise network. If your system administrator has created a local user account for you on the Mobility Router, use that username.
- 5 In the **User Password** field, type the password for your user account. If you entered your enterprise username, enter the password you use to log in to the enterprise network. If you entered a local username, enter the password for that user account. Contact your system administrator for the password for the local user account.
- 6 If connected to your enterprise local Wi-Fi network, select **OK** to proceed to the next step.
 - A If not connected to your enterprise local Wi-Fi network, select Remote Provisioning ON and OK.
 - B Enter the public IP address and port number of the Mobility Router and select **OK**.
- 7 You may provision up to 5 devices (per user), and is based on the number of devices configured on the Mobility Router. Check with your Sys Admin if there is a conflict. The Primary Device is the device that is used to determine your location. For example, this device is typically the device you carry, hence determining if you are in the office, on the road, available, away, etc. All of your devices may be used to make or receive calls, instant messages, etc.

Select **Add as a new device** or if reprovisioning, **Replace an existing device** from the list of earlier provisioned devices. If more than one of your devices is provisioned against this Mobility Router, a list of your devices displays, with the Primary Device listed first during provisioning.

If you want to make this device the Primary Device, select **Yes**. The default is **No**. Select Next to continue.

The **Provisioning** screen displays. This process may take a few seconds.

The **Mobile Number** is automatically filled in. **Enterprise Extension** and **Enterprise Full Number** fields are populated from the ShoreTel Mobility Router.

- 8 Select **OK**. The download, installation, and provisioning processes are now complete.
- 9 Select **ShoreTel** from the Home screen or the applications screen to launch the application.

NOTE By default, the application uses any available Wi-Fi connection. To change this default and specify a network, see [“Changing Network Settings” on page 7-3](#).

1.5 Reprovisioning After Initial Installation

After installing the ShoreTel Mobility Client, you can reprovision the mobile device. Reprovisioning is required if you get a new mobile device or if your ShoreTel Mobility user account gets deleted from the Mobility Router.

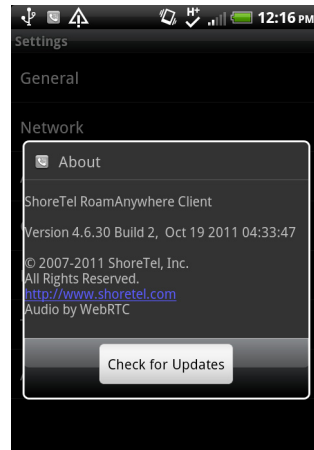
You can reprovision your mobile device when it is connected to a Wi-Fi network.

If your ShoreTel Mobility user account is configured to access Secure Enterprise Services using cellular data, you can also provision while connected to a cellular data network.

IMPORTANT To reprovision the mobile device, from the Client main screen, select **Menu>Settings>Provisioning**. If a device is deleted and you want to add it again, select **Add as a new device** or **Replace an existing device** during the reprovisioning process.

1.6 Updating to the Latest ShoreTel Mobility Client

- 1 Select **Menu** > **Settings** > **About**.

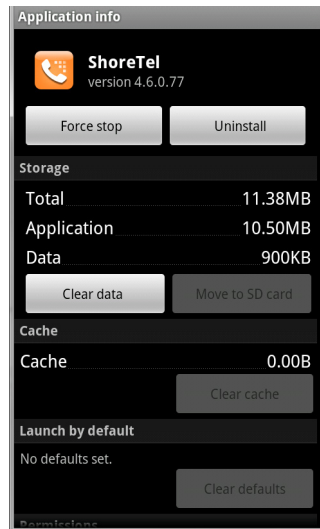


- 2 Select **Check for Updates**. If an updated version of the ShoreTel Mobility Client is available, a popup displays with the version number. Select **OK** to continue, and then select **OK** to replace the application with the latest version.
- 3 Select **Install**.
- 4 Select **Open** to launch the ShoreTel Mobility Client, or select **Done** to launch the application at another time and return to the device home screen.

1.7 Uninstalling the ShoreTel Mobility Client

To uninstall the ShoreTel Mobility Client:

- 1 From the Home screen, select **Settings > Applications > Manage applications**.
- 2 Select **ShoreTel**.



- 3 Select **Force stop** to discontinue any services that may be running.
- 4 Select **Uninstall**.

The ShoreTel Mobility Client is uninstalled.

Getting Started

2

The Mobility Client integrates your mobile device with other phones, such as your desk phone. Mobility enables you to use your mobile device to make and receive calls or send and receive instant messages, as well as utilize enterprise telephony features, such as conferencing or forwarding or enterprise directory lookup of contacts.

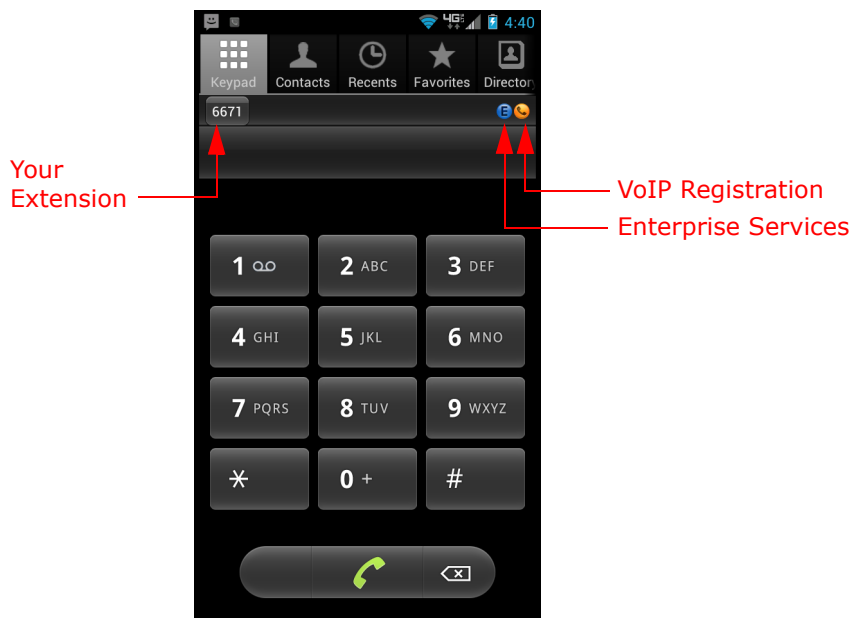
Before configuring Mobility Client, read this chapter to familiarize yourself with how Mobility Client is integrated with your mobile device.

This chapter contains the following sections:

- [“The Mobility Client Application User Interface” on page 2-2](#)

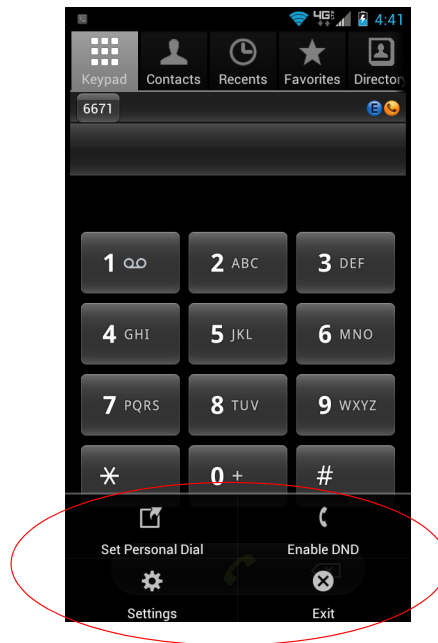
2.1 The Mobility Client Application User Interface

When the Mobility Client is active, the following components display (local connection):



- **Keypad**—Activate the client and make calls.
- **Contacts**—View the contact list.
- **Recents**—View the most recent activity in the call log.
- **Favorites**—View contacts marked as Favorite.
- **Voicemail**—When ShoreTel Communicator is enabled, use the voice mail icon to access cellular and enterprise voice mail.
- **Directory**—Search for a user in the enterprise directory.
- **Buddies**—When Presence is enabled, displays your status and location in the system, as well as the presence of others (aka “buddies”) configured in the enterprise and registered on the server.
- **Set CHM**—When ShoreTel Communicator is enabled, changes your ShoreTel Call Handling Mode.
- **Set EA**—When ShoreTel Communicator is enabled, Set Extension Assignment provides a list of phone numbers that you can be used as an alternate to a desk phone for incoming call routing.

When the Mobility Client keypad on the screen is active, select the Android menu key to access the following features:



- **Set Personal Dial**—Toggle between Business Dial and Personal Dial.
- **Enable DND**—Toggle between normal mode and Do Not Disturb. Select **Enable DND** to force all calls directly to voice mail.

- **Settings:**

NOTE Refer to [“Changing the ShoreTel Mobility Client Settings” on page 7-1](#) for details about the following options.

- **General**—Mobility Router IP Address and Remote Address information, User Name, Enterprise Extension and selecting the Native Dialer.
- **Network**—Network Selections and Preferred Connections.
- **Advanced**—Enterprise Voice Mail Number, Cellular Voice Mail number, Synchronize configuration, Auto start on reboot and disabling Mobility Client.
- **Call Settings**—Call Forwarding, Do Not Disturb, Forward calls to number, and Transfer to desk number.
- **Presence/IM**—Enable Presence, Presence User name, IM History, New IM Notifications, IM Notification Ringtone, IM Notification Vibrate, and Message Preview.
- **ShoreTel Communicator**—Enable ShoreTel Communicator and User Name.
- **Provisioning**—Mobility Router Address, Username and User Password.
- **Troubleshooting**—Enabling and uploading logs to ShoreTel support, and adjusting audio settings.
- **Customize Tab Bar**—Drag/Drop to reorder the tabs as displayed on the Mobility Client.
- **About**—Information about Mobility Client.
- **Exit**—Exit the Mobility Client and use the native Android dialer. Launch the Mobility Client to continue using the application.

The following displays the mid-call features and icons of the Mobility Client:

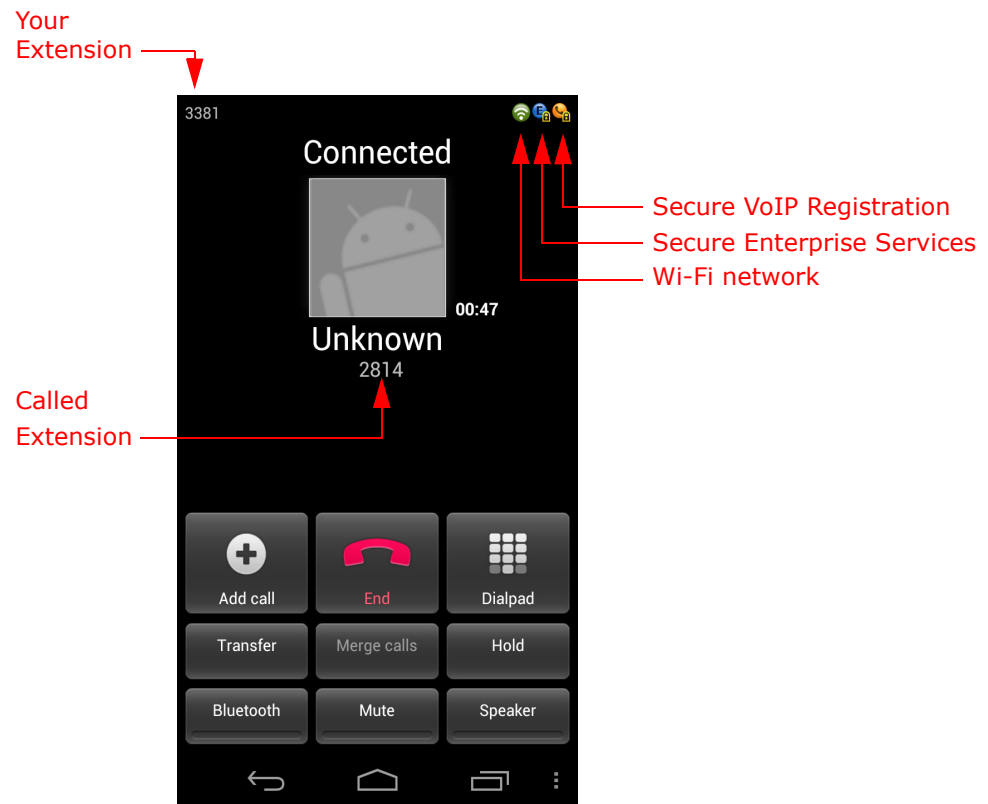














Table 2-1 lists the Mobility Client icons.

Table 2-1 Mobility Client Icons

Icon	Name	Description
	Mobility Application	Mobility application main icon
	VoIP Calling	Mobile device is able to make VOIP calls using the enterprise Wi-Fi network
	Enterprise Services	Mobile device is able to use enterprise services, such as directory query
	Wi-Fi network	Indicates the call is on the Wi-Fi network
	Cellular network	Indicates the call is on the cellular network
	Personal Dial	Indicates an outgoing or incoming call is connected directly over the cellular network without going through the business/enterprise
	Conference call	Indicates a conference call is active
	Forwarding	Indicates that call forwarding is enabled
	Do Not Disturb	Indicates that Do Not Disturb (DND) is enabled
	Voice mail	Indicates a new enterprise voice mail message
	Secure VoIP Registration	There is a Secure Remote Voice connection to the server which allows you to securely make and receive VoIP calls using a Wi-Fi or cellular data network
	Secure Enterprise Services	Mobile device is able to use Secure Enterprise Services, such as directory query, home locations, and voice mail indicator

2.2 Exiting Mobility Client

- 1** Touch the Menu key.
- 2** Touch Exit. The following prompt displays:

When exiting the Do you want to disable ShoreTel Mobility on this device? When it is disabled, it will not intercept outgoing calls placed through the native dialer.'
- 3** Touch Yes to disable the application or No to exit the application without disabling it. Touch the Back button on the device to back out and cancel.

Managing Calls

3

Using the ShoreTel Mobility application, calls are managed the same way they are managed using the phone's dialer. For example, you can put a call on hold and take another call, switch between active calls, transfer calls to another number or your desk phone, access enterprise and cellular voice mail, and make ad-hoc conference calls.

This chapter contains the following sections:

- [“Receiving Calls” on page 3-2](#)
- [“Placing Calls” on page 3-5](#)
- [“Ending an Active Call” on page 3-6](#)
- [“Using Personal Dial \(Dual Persona™\) Mode” on page 3-7](#)
- [“Using Contacts and Recents to Place Calls from the ShoreTel Mobility Client” on page 3-9](#)
- [“Using the Speaker” on page 3-10](#)
- [“Muting a Call” on page 3-11](#)
- [“Switching Between Calls” on page 3-12](#)
- [“Transferring Calls” on page 3-13](#)
- [“Managing Conference Calls” on page 3-14](#)
- [“Changing the Network Used While on an Active Call” on page 3-15](#)
- [“Accessing Voice Mail” on page 3-17](#)
- [“Making Emergency Calls” on page 3-18](#)

3.1 Receiving Calls

The application icon displays when there is an incoming call. In addition, an icon indicating whether the call is a VoIP or cellular call displays, as well as the in-call options available when the application is enabled. These options may vary from the native dialer options.

The following options are available for an incoming call:

- Answer—Slide the green answer bar to **answer** the call.
- Decline—Slide the red decline bar to **ignore** the call.

The phone screen becomes active when the call is answered.

3.1.1 Accepting or Declining a Call While on Another Call

While on a call, the screen and call waiting tone indicate that there is another incoming call.

To answer a call while on another call:

- Slide the green **Answer** bar. The first call is put on hold and the incoming call becomes the active call.

For information about switching between calls see [“Switching Between Calls” on page 3-12](#).

To decline a call while on another call:

- Slide the red **decline** bar.

IMPORTANT To reject incoming calls before the device rings, select the native Android menu key then **Enable DND**. Once enabled, select a length of time for Do Not Disturb to be active (Off, Always On, 15 Minutes, 30 minutes, 1 Hour, 2 Hours, 4 Hours). Select **Disable DND** to revert to allowing incoming calls to ring the device.



For more information on Do Not Disturb and other call settings, refer to [“Changing Call Settings” on page 7-7](#).

3.1.2 Receiving a Call while Paired with a Bluetooth Device

IMPORTANT Bluetooth support for VoIP calling is an experimental and unsupported feature. You may observe unexpected behavior during VoIP calls when a Bluetooth audio device is connected.

3.2 Placing Calls

Launch the application and proceed as you typically do to make a call. You can also use the mobile device's Contacts and Recents lists to make calls.

If you are using the application to make a call over the cellular network, the call is initially routed to the enterprise before being placed to the number you are calling. Refer to [“Changing Network Settings” on page 7-3](#) for information about selecting the cellular network.

NOTE After placing a call on the cellular network, the application moves to the background and the Android phone application displays. Select the Android **Back** key to return to the Client.

The following types of calls are not routed through the enterprise:

- Direct call number defined in the Mobility Router's dial plan (for example, 411).
- Calls with numbers starting with an asterisk (*) or the pound sign (#) (for example, *646# to check remaining cellular plan minutes).
- Refer to [“Making Emergency Calls” on page 3-18](#) for specific information about placing an emergency call and the conditions under which these calls are allowed.
- Personal Dial calls (calls placed with Personal Dial mode enabled).
- Calls to cellular voice mail.

Complete the following steps to make a call:

- 1 With the application main screen active, select the **keypad** icon and enter the phone number you want to call.
- 2 Select **Call**.

3.2.1 Placing an Active Call on Hold

- Select **Hold** to put an active call on hold. **Unhold** displays while on Hold.
- Select **Unhold** to make the call active again.

NOTE If the call you placed on hold is on the enterprise Wi-Fi network, and you move out of range of the network, the call becomes active again while the call is moved from the wireless to the cellular network. After the call is moved to the cellular network, the person that you were talking to can hear you.

NOTE For cell calls, on some CDMA devices, the **Hold** feature may not function properly.

3.2.2 Placing a Call While on an Active Call

To make another call while on an active call:

- 1** Select **Hold**.
- 2** Select **Add call**. The dialpad becomes active.
- 3** Enter the new number. Select the green Call function. The first call displays as **OnHold** while the second call is active.

NOTE If you are on a call using the enterprise network and enter a direct call number as defined in the Mobility Router's dial plan (for example, 411) or a phone number that starts with an asterisk (*) or pound sign (#), the call on the enterprise network is dropped.

Calls to non-routable three-digit numbers (such as 911, 411, N11) or numbers starting with an asterisk or pound sign are placed directly using the cellular network and not routed through the application. You cannot simultaneously have an enterprise network call and a call routed directly through the cellular carrier's network on the mobile device.

If you have an active call and a call on hold, you can switch between the calls. For more information about switching between active calls, see [“Switching Between Calls” on page 3-12](#).

Placing a Call while Paired with a Bluetooth Device

IMPORTANT Bluetooth support for VoIP calling is an experimental and unsupported feature. You may observe unexpected behavior during VoIP calls when a Bluetooth audio device is connected.

3.2.3 Ending an Active Call

Select **End** to end an active call.

3.3 Using Personal Dial (Dual Persona™) Mode

By default, when you place a call with your mobile device while running the application, the call is routed through the enterprise (**Business Dial** is enabled), and the caller ID for your mobile device is your enterprise phone number. Calls routed through the enterprise give you access to one enterprise phone number, enterprise telephony features, and other features such as conference calling and transfer-to-desk-functionality.

There might be occasions on which you want to place a call that is not routed through the enterprise but instead use the cell phone number of your mobile device as your caller ID.

The ShoreTel Mobility Client supports the Dual Persona feature, enabling **Personal Dial** mode. This feature allows you to place calls directly over the cellular network (not routed through the enterprise) and use the phone number associated with your mobile device as the caller ID. This allows you to switch between using your mobile device for personal use and for business use from within the application.

For example, if your enterprise phone number is 919-8000, this number is used as the caller ID when you make phone calls that are used in **Business Dial** mode. If the phone number of your cell phone is 555-4442, when you place a call with **Personal Dial** enabled, the caller ID used is 555-4442, and the call is directly placed over the cellular network.

NOTE When you enable Personal Dial mode, it stays in effect until you select Business Dial mode.

3.3.1 Enabling/Disabling Personal Dial

Business Dial mode is enabled by default. To enable **Personal Dial**, touch your extension displayed in the icon bar, or select the native Android menu key to view a popup screen and select **Set Personal Dial**. The personal dial icon appears in the icon bar, and your cellular phone number displays, replacing the extension number. **Personal Dial is enabled** briefly displays.



After enabling **Personal Dial** mode, place a call as you normally do with the application.

To disable **Personal Dial** and return to **Business Dial** mode touch your cellular phone number displayed in the icon bar, or select the Android **Menu** to view a popup screen and select **Set Business Dial**. The “personal dial” icon no longer displays in the icon bar, and your extension displays in the icon bar, replacing your cellular number. **Business Dial is enabled** briefly displays.

3.4 Using Contacts and Recents to Place Calls from the ShoreTel Mobility Client

You can use the Contacts and Recents on your mobile device in conjunction with the ShoreTel application.

3.4.1 Using Contacts to Place Calls

From the application main menu, select **Contacts**. Select the name of the contact and select the appropriate number (home, work, etc.).

3.4.2 Using Recents to Place Calls

- 1 From the application main screen, select **Recents**.
- 2 Select **All** to view all recent call activity, or select **Missed** to view only missed calls.
- 3 Select the appropriate number.

NOTE Select **IM** to view Instant Message activity. Refer to [“Using Instant Message” on page 4-16](#) for more information.

3.5 Using the Speaker

While you are on an active call, select Speaker to use the phone in hands-free mode.

IMPORTANT Do not hold the mobile device to your ear while the Speaker is activated.

- Select **Speaker** to activate the loudspeaker. The speaker button illuminates.
- Select **Speaker** again to deactivate the loudspeaker and resume speaking holding the device to your ear.

3.6 Muting a Call

While you are on an active call, you can mute your line so that the other party cannot hear you.

- Select **Mute** to mute a call. The mute button illuminates.
- When on a call and muted, select the illuminated mute button to unmute.

3.7 Switching Between Calls

If you have one active call and one call on hold, you can switch between the calls.

- To switch between calls, select the **Swap**.

If you have one active call and one call on hold and move out of range of the enterprise Wi-Fi network, when the handoff from the wireless to cellular network occurs, the call that is on hold is dropped.

3.8 Transferring Calls

While you are on an active call on your mobile device, you can transfer the call to a specified phone number or another one of your devices.

By default, transferring a call to your desk phone transfers to your enterprise extension. For more information, see [“Changing Call Settings” on page 7-7](#).

NOTE For cell calls, **Transfer** is disabled if two calls are on-going.

NOTE For cell calls, on some CDMA devices, the **Transfer** feature may not function properly.

1 During the active call, select **Transfer**. The call is put on hold.

2 Select **To Other Device** or **To Contact**.

A Select **To Other Device** to transfer this call to your desk phone.

IMPORTANT Depending upon your IP PBX, if you have more than one device, the call rings all other devices. Any of these other devices may be answered, including the desk phone. Contact your system administrator for details regarding your IP PBX configuration.

B Select **To Contact** to transfer this call to a contact. Enter the contact's number or select **Contacts** and then the name of the contact from the list.

NOTE When transferring a call on the cellular network, the Android phone application displays the cellular access number and the number called to receive the transfer. Touch the Android **Back** key to return to the application.

3.9 Managing Conference Calls

Two VoIP calls can be merged into a conference.

NOTE Conference Calls are not supported on the Cellular network.

Complete the following steps to make a conference call:

- 1** Place a call to one of the conference call participants.
- 2** While the call is active, touch **Add Call**. This call is put on hold.
- 3** Use the keypad to enter the number of the other conference call member, or select a Contact, Buddy, Favorite or Recent. Select **merge calls**.
- 4** Select **End** to end the session.

NOTE If you originated the conference call, you cannot transfer the call from your mobile device to your desk phone. Any of the other conference call participants using a mobile device running the application can transfer the call to a desk phone.

3.10 Changing the Network Used While on an Active Call

The default network used to place and receive calls is set using the Network Preferences tab. Refer to [“Changing Network Settings” on page 7-3](#) for more information.

3.10.1 Changing Network While on Wi-Fi call:

- 1 After placing or receiving a call, select **Menu > Handover**. The native phone dialer displays.



When the call is finished, touch the **Back** button to return to the application.

3.10.2 Changing Network While on Cellular Call:

- 1 When a cellular call is received with a Wi-Fi or cell data (if enabled) network available, switch to the ShoreTel Mobility application using one of the following methods:

- Use the notification bar
- Use a shortcut on the desktop/home screen (if available)
- Touch + Hold the Home key to select the application from Recents
- Touch the Applications button and select the application.

TIP The ShoreTel Mobility application may not automatically be added to the Home screen upon installation and therefore the application may be located in the Applications area.

- 2 Select **Use touch tone keypad to return access the ShoreTel application**.

- 3 Select the Android menu key > **Handover** to handover the call to Wi-Fi.

NOTE To continue the call on the cellular network, drag down the notifications window and select the ShoreTel Mobility notification.

- 4 Use the Android back button return to the application.

3.11 Accessing Voice Mail

There are two types of voice mail that you can access from your mobile device:

- Cellular voice mail—Voice mail for the phone number of your mobile device
- Enterprise voice mail—Voice mail for your enterprise (corporate) phone number

NOTE If ShoreTel Communicator features are enabled, refer to [“Using Visual Voice Mail” on page A-II](#) to access visual voice mail. Visual voice mail allows you to view all (undeleted) voice mails at a glance, and enables you to choose which voice mail to listen to. Refer to [“Enabling ShoreTel Communicator” on page A-I](#) for information about enabling ShoreTel Communicator.

3.11.1 Accessing Cellular Voice Mail

To access cellular voice mail:

- 1** Activate Personal Dial mode.
- 2** Touch + Hold the "1" key in the Keypad.

3.11.2 Accessing Enterprise Voice Mail

To access enterprise voice mail:

- 1** Activate Business Dial mode.
- 2** Press and hold the "1" key in the Keypad.

NOTE If ShoreTel Communicator features are enabled you can see and listen to individual voice mail messages in your enterprise voice mail using the voicemail tab. Refer to [“ShoreTel Communicator” on page A-I](#).

3.12 Making Emergency Calls

To make a call to an emergency number, dial the emergency number as you normally would. Calls placed to emergency numbers are not routed through the enterprise.

NOTE If **Enable Emergency calls over VoIP** is set on the ShoreTel Mobility Router, active 911 calls can also be made over Wi-Fi/cellular data network. Check with your System Administrator for more information.

IMPORTANT Regardless of the ShoreTel Mobility Router's settings, if you are on the cellular network and coverage is detected, use this method to make emergency calls.

IMPORTANT If **Enable Emergency calls over VoIP** is not set (disabled) on the ShoreTel Mobility Router, and coverage is not detected in the cellular network, emergency calls may not be placed.

If you are on a call using the enterprise Wi-Fi network and make a call to an emergency number, the non-emergency call is dropped.

On GSM devices, you can also make emergency calls if there is no SIM card in the mobile device if your cellular service provider supports this feature.

Presence and Instant Message

After installing the ShoreTel Mobility application, if Presence is enabled, the primary client interface on your mobile device displays your presence in the system, including your status and location, as well as the presence of others (aka “buddies”) configured in the enterprise and registered on the server. Presence is automatically adjusted and updated to the status set on the server, for example, if you are currently available, in a meeting, or traveling.

NOTE Presence and location status of the primary device is used for publishing with the buddies.











This chapter contains the following sections:

- [“Presence Icons” on page 4-2](#)
- [“Enabling Presence” on page 4-4](#)
- [“Setting Presence Status” on page 4-5](#)
- [“Setting Location” on page 4-6](#)
- [“Editing the Presence Message” on page 4-7](#)
- [“Adding and Deleting Buddies” on page 4-8](#)
- [“Setting a Buddy’s Access Level” on page 4-9](#)
- [“Viewing Buddy Details” on page 4-10](#)
- [“Sorting the Buddy List” on page 4-11](#)
- [“Creating Groups of Buddies” on page 4-12](#)
- [“Adding a Buddy to a Group” on page 4-13](#)
- [“Using Instant Message” on page 4-16](#)
- [“Logging In/Out” on page 4-21](#)
- [“Sending Email to a Buddy” on page 4-23](#)
- [“Calling a Buddy” on page 4-24](#)

4.1 Presence Icons





The following icons show the user's presence status:

Table 4-2 Status Icons

Status Icon	Description
	Available
	Away
	Busy
	Do Not Disturb (DND)
	Inactive
	In a Meeting
	In a Conference
	Offline
	Be Right Back (BRB)
	In a Call

The following table describes location icons:

Table 4-3 Location Icons

Status Icon	Description
	Home
	On the Road
	Office
	Custom Location

4.2 Enabling Presence

Enable presence to add or delete buddies, create groups of buddies, sort buddies, as well as allow others in the network to view your location and your availability.

NOTE When enabling presence for the first time, a popup may display asking to confirm your user name and password. This could occur if your server user name differs from your Mobility Router user name. Enter your credentials to resolve this authentication.

Complete the following steps to enable presence:

- 1** Select the Android menu button > **Settings** > **Presence/IM**.
- 2** Verify that **Presence** is checked (enabled).
- 3** The user name provisioned on the device can be different than the **Presence User Name**. For example, if someone borrows your device, use the **Presence User Name** feature and provide that user's presence information. Select **Apply**.

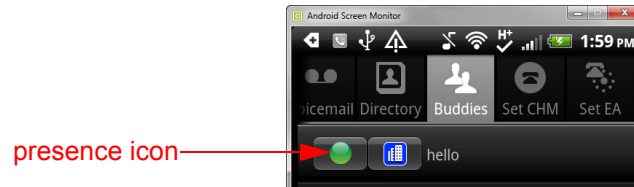
NOTE Return to the main menu and select **Buddies** to view all buddies currently in the network.

4.3 Setting Presence Status

Setting presence status allows buddies to view your availability.

Complete the following steps to set your status:

- 1 Select **Buddies**.
- 2 Select the status icon in the upper left corner.



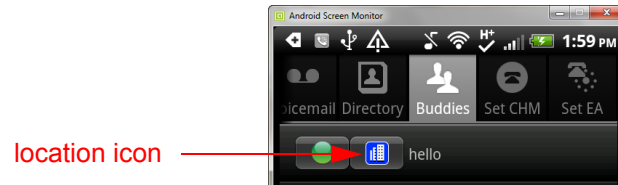
- 3 Select a status from the popup list.

4.4 Setting Location

On your primary device, set your location to allow other buddies to view your location status.

Complete the following steps to set your location:

- 1 Select **Buddies**.
- 2 Select the location icon in the upper left corner.



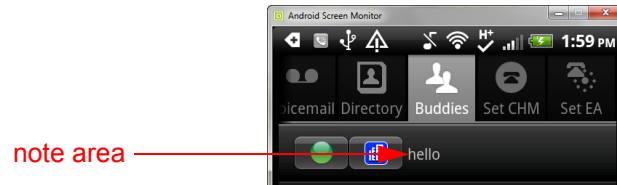
- 3 Select a location from the popup list.

4.5 Editing the Presence Message

On your primary device, set an outgoing note from you that is viewed by all buddies.

Complete the following steps to edit your presence message:

- 1 Select **Buddies**.
- 2 Select the note.



- 3 In the popup, enter a note in the **Status Message** field.
- 4 Select **Update** to continue and display the new outgoing message, or select **Cancel** to return to the presence window without saving changes.

4.6 Adding and Deleting Buddies

Use the **Buddies** function to add and delete buddies.



4.6.1 Adding Buddies

- 1 Touch **Buddies**.
- 2 Select the Android menu button and touch **Add**.
- 3 In the **Search buddies** field, enter the first few characters of the buddy information as entered on the enterprise server.
- 4 Touch **Enter**. A list of names matching the request displays.
- 5 Touch (check) the box next to the name(s) you wish to add to your buddy list.
- 6 Touch **Add**. The name(s) now populate the **Buddies** list.

NOTE All buddies are added to the **Other Contacts** group.

4.6.2 Deleting Buddies

- 1 Touch **Buddies**.
- 2 Select the Android menu button and touch **Remove**.
- 3 Select one or more buddies from the list.
- 4 Touch **Delete**.

4.7 Setting a Buddy's Access Level

Buddies can be given different access levels in your network.

4.7.1 Access Levels

The ShoreTel Mobility Client supports Access Levels. Define Access Levels using the following table:

Table 4-4 Access Level Description

MS OCS	MS Lync	Description
Personal	Friends and Family	Contacts see your published contact information, including work, home, mobile and other phone numbers.
Team	Workgroup	Contacts see your published work and mobile phone numbers.
Company	Colleagues	Contacts see your work contact information. If you have Outlook 2003 or later and Office Communicator 2007 installed, Office Communicator can gather calendar and other Outlook related information and provide the information to Communicator Web Access for display in the contact card
Public	External Contacts	Contacts see your name, email address, title, company, and your status
Blocked	Blocked Contacts	Contacts cannot send you instant messages, and they can only see your name and e-mail address. Your status appears as offline

IMPORTANT Depending upon the configuration of your mobile device and server, the following options might be accessed differently or displayed differently from the examples in the following sections.

Complete the following steps to change a buddy's access level:

- 1** Select a buddy.
- 2** Touch Access Level.
- 3** Select the appropriate access level from [Table 4-4](#). The buddy's access level updates.

4.8 Viewing Buddy Details

You can view buddy information, including status, location, and contact information, in the Details area for each buddy.

IMPORTANT Depending upon your mobile device and your server, and how each has been configured, the following options might be accessed differently or displayed differently than the examples in the following sections.

- 1** Touch **Buddies**.
- 2** Select a buddy to view the details screen. Information relevant to this buddy displays.

4.9 Sorting the Buddy List

Use the Sort feature to change the order in which Buddies are displayed. Complete the following steps to sort Buddies:

- 1** Touch **Buddies**.
- 2** Select the Android menu button and then **Options**.
- 3** Sort buddies by **Name**, **Availability** or **Location** in the **Sort Order**
- 4** View buddies by **All Buddies**, **Online Buddies Only**, or **Offline Buddies Only** in the **Filter** area.

4.10 Creating Groups of Buddies

You can create groups of Buddies. After creating a group, assign buddies to the group. Refer to [“Adding a Buddy to a Group” on page 4-13](#) for more information.

Complete the following steps to create a group:

- 1** Touch **Buddies**.
- 2** Select the Android menu button.
- 3** Touch **Groups**.
- 4** Select the Android menu button.
- 5** Touch **Add**.
- 6** In the **New Group** field, enter a group name.
- 7** Touch **Save**.

4.11 Adding a Buddy to a Group

You can assign buddies to a group or groups.

NOTE Create a group before assigning a buddy to it. Refer to [“Creating Groups of Buddies” on page 4-12](#) for more information.

Complete the following steps to add a buddy to a group:

- 1** Touch **Buddies**.
- 2** Select the Android menu button.
- 3** Touch **Groups**.
- 4** Select the group to which you want to add your buddy.
- 5** Select the buddy or buddies from the displayed list. A plus (+) displays next to the selected name.
- 6** Touch **Save**. Verify the buddy is part of the group.

4.12 Deleting a Group

You remove a group. Complete the following steps to remove a group:

- 1** Touch **Buddies**.
- 2** Select the Android menu button.
- 3** Touch **Groups**.
- 4** Select the group you want to delete. A plus (+) displays next to the selected group.
- 5** Touch **Delete**.

4.13 Viewing Notifications

Notifications display if an action has been performed that directly affects you. For example, a buddy may have added you to his/her buddy list. You are notified of this action.

Complete the following steps to view and take action on notifications from buddies:

- 1** Touch **Buddies**.
- 2** Select the Android menu button.
- 3** Touch **Notifications**. If you have notifications, the buddy or buddies who have performed an action that affects you directly displays.
- 4** Select the buddy name to view the notification.
- 5** Touch **Acknowledge** to confirm you have received the notification.
- 6** Touch **Add** to add this buddy to your buddy list.

NOTE Select the Android menu button again to perform bulk Acknowledge actions:

- **Acknowledge All**
- **Acknowledge & Add**

4.14 Using Instant Message

Use the Instant Message (IM) feature to chat with a buddy when presence and IM are enabled.

NOTE Buddies with a status of “DND” or “Offline” do not receive Instant Messages.

NOTE During a call, data connectivity to the presence server is required for all presence/IM actions to function. For more information on call handling during IM sessions, refer to [“Using Instant Message While on a Call” on page 4-20](#).

TIP Instant Messages can be copied and pasted. Touch and hold an IM balloon to view a pop-up of copy options. Use your native device functionality to paste into the desired area.

4.14.1 Viewing IM History

Complete the following steps to set the length of time IMs display:

- 1 Select the keypad menu option.
- 2 Select the Android menu button > **Settings** > **Presence/IM**.
- 3 Touch **IM History**, then select the appropriate option for the amount of time to keep items in the History tab.

4.14.2 Enabling/Disabling IM Notifications

Complete the following steps to enable/disable receiving notifications for new IMs:

- 1 Select the keypad menu option.
- 2 Select the Android menu button > **Settings** > **Presence/IM**.
- 3 Select or deselect **New IM Notifications**.

4.14.3 Enabling/Disabling IM Preview

Complete the following steps to enable/disable a preview of a new IM:

- 1 Select the keypad menu option.
- 2 Select the Android menu button > **Settings** > **Presence/IM**.
- 3 Select or deselect **Message Preview**.

4.14.4 Setting the IM Notification Sound

Complete the following steps to set the type of notification for new IMs:

- 1 Select the keypad menu option.
- 2 Select the Android menu button > **Settings** > **Presence/IM**.
- 3 Touch **IM Notification Ringtone**, then select a tone.

- 4 Touch OK.

4.14.5 Setting the IM Notification Vibrate

Complete the following steps to set the type of notification for new IMs:

- 1 Select the keypad menu option.
- 2 Select the Android menu button > **Settings > Presence/IM**.
- 3 Touch **IM Notification Vibrate**, then select the condition.
- 4 Touch OK.

4.14.6 IM Conversations

You can initiate or reply to an IM, as well as manage older conversations by opening and closing previous conversations. You can add buddies to a conversation. Refer to [“Adding Participants” on page 4-19](#).

4.14.6.1 Initiating a Conversation

- 1 Touch **Buddies**.
- 2 Select a buddy from the list, and then touch **IM**.
- 3 Type a message to the buddy and touch **Send**.

TIP Alternative method:

- 1 Select **Recent > IM**.
2. Select the native Android menu button.
3. Touch **New IM**.

NOTE Use **Enter** to enter a carriage return within the IM.

NOTE If more than five minutes has elapsed between messages, a time stamp displays.

4.14.6.2 Replying to a Conversation

When an IM pops up in the application, the cursor flashes in the IM text field.

Complete the following steps to reply to an IM:

- 1 Enter text.
- 2 Select **Send**.

4.14.6.3 Open and Close Instant Message Conversations

Previous conversations can be opened to continue a session using the **Conversations** window. In addition, all conversations or individual conversations can be closed from the **Conversations** window.

- 1** From the application, select **Recents > IMs** to view all previous IM conversations, including messages that are currently **Active** and older IMs in **History**.
 - Select a conversation to open it.
 - When finished with an active (open) conversation, select the native Android menu button then touch **Close conversation**.

4.14.7 Multi-Party Conversations

You can add more than one participant to an IM to create a multi-party conversation. You can also remove one or more participants from an existing multi-party conversation. The initiator of a multi-party conversation is the Moderator. Only the Moderator can add or remove one or more participants from a multi-party conversation.

4.14.7.1 Adding Participants

- 1 After an IM has been initiated with one participant, select the Android menu button, then touch **Participants**.
- 2 Select one or more buddies from the list. The green “plus” next to the buddy’s name indicates this buddy may be added to the conversation. After selecting a buddy, the name appears in the participant field.
- 3 Select the native Android menu button, then touch **Done**.

4.14.7.2 Replying to a Multi-Party Conversation

When an IM pops up in the application, the cursor flashes in the IM text field. Enter text as described in [“Replying to a Conversation” on page 4-17](#). Your entries are seen by all participants in the conversation.

4.14.7.3 Removing Participants

The initiator of a conversation is the Moderator. Only the Moderator can remove one or more participants from the conversation.

- 1 After an IM has been initiated with one participant, select the native Android menu button, then touch **Participants**.
- 2 Select one or more buddies from the list. The red “x” next to the buddy’s name indicates this buddy may be removed to the conversation. After removing a buddy, the name disappears from the participant field.
- 3 Select the native Android menu button, then touch **Done**.

4.14.8 Making and Receiving Calls while Using Instant Message

You can make or receive a call during an Instant Message session.

4.14.8.1 Making a Call During an IM Session

- 1 From the IM session, select the native Android menu button.
- 2 Touch Call.

NOTE If this buddy has no configured numbers, the keypad screen displays. If only one number is configured, this number is automatically dialed. If multiple numbers are configured for this buddy, for example work and home, a popup screen displays. Choose a number from the popup screen. During a multi-party session, touch **Call** to display all participants' information. Select the participant you want to call, and continue as noted above.

NOTE To call another buddy, select the Android back button to exit the IM, then touch **Buddies**. The IM is still active.

NOTE At least one of the buddy's numbers — cellular, enterprise, or home, must be configured for you to be able to call the buddy. If the buddy does not have any numbers configured on the server, the option to call the buddy is not available.

NOTE To call someone not on the buddy list, touch **Back** to return to the main application screen. Touch **Directory Query** or enter digits to place a call. Refer to [“Searching the Corporate Directory” on page 6-1](#) for more details.

4.14.8.2 Receiving a Call During an IM Session

During an IM session, an incoming call displays in the main window. Answer or decline the call as appropriate using the Answer or Decline options.

4.14.9 Using Instant Message While on a Call

You can initiate or respond to IMs during a call using the same actions as a standard IM session. The caller is not put on hold.

Complete the following steps to send to an IM while on a call:

- 1 While in a call, select the native Android **Home** button.
- 2 Select the ShoreTel Mobility application.
- 3 To send a two-party message,
 - A Select **Buddies** or **Recents**.
 - B Select **IM**. Follow the standard Instant Message procedure to send an IM as described in [“IM Conversations” on page 4-17](#)

4 To send a multi-party message**A** Select **Recents**.**B** Select **IM**. Follow the standard Instant Message procedure to send a multi-party IM as described in [“Multi-Party Conversations” on page 4-19](#).

To respond to an IM while on a call:

1 While in a call, a vibration occurs and pop-up displays the IM.**2** Select **Close** or **View**.

NOTE Check **Settings > Presence/IM > New IM Notifications** and **IM Notification Vibrate** to verify these settings are enabled.

4.14.10 Active IM Sessions

Several options are available during an Active IM session. Complete the following steps to view Active IMs:

1 Select **Recents > IM**.**2** Select any conversation in the **Active** area to display that conversation, or press and hold to view a popup of options for active IMs, including:

- **Send Message**—reopens the session.
- **Close**—closes the session and moves it to **History**.
- **Delete**—closes the session and permanently deletes.

4.14.11 Non-active IM Sessions

Two options are available for an IM that is no longer active. Complete the following steps to view IM History:

1 Select **Recent > IM**.**2** Tap any conversation in the **History** area to display that conversation, or press and hold to view a popup of options for this IM's history, including:

- **Send Message**—reopens the session.
- **Delete**—closes the session and permanently deletes.

4.15 Logging In/Out

Complete the following steps to log off of the Presence server:

1 From the ShoreTel Mobility, touch **Buddies**.**2** Select the **Android Menu** button.

3 Touch Log Off.

Complete the following steps to log in to the server:

1 Touch Buddies.**2 Select the Android Menu button.****3 Touch Log In.**

4.16 Sending Email to a Buddy

The following procedure assumes your email settings have been configured for the device.

Complete the following steps to send a buddy email:

- 1** From the ShoreTel Mobility, touch **Buddies**.
- 2** Select a buddy.
- 3** Touch **E-mail**. The native email applications display.

4.17 Calling a Buddy

Use the **Call** feature to call a buddy's cellular or enterprise device.

Complete the following steps to call a buddy:

- 1** From the ShoreTel Mobility, touch **Buddies**.
- 2** Select a buddy.
- 3** Select a configured **Work**, **Home** or **Mobile** number.

NOTE If a number is not configured, the option is not available. For example, if the buddy's home number is not configured, the option is not available.

4.17.1 Calling a Buddy While On Another Call

You can call a buddy when a call is in progress. The first call is placed on hold when the second party is called. It is not necessary to manually place the first call on hold.

Complete the following steps to call a buddy when already on a call:

- 1** While on the primary call, select the **Android Menu** button.
- 2** Touch **Add Call**.
- 3** Select a number from **Recent**, or use the **Keypad** to enter a number. The call is placed on hold.

Secure Remote Access

5

Secure remote access allows you to use the following features:

- If the ShoreTel Mobility is licensed for Secure Remote Voice, you can use this feature to securely place and receive calls using a Wi-Fi or VoIP over cellular data network outside of the enterprise. Secure Remote Voice uses Secure Sockets Layer (SSL) to ensure that your calls are secure. You can use Secure Remote Voice from home or any location with data connection and have access to enterprise and desk-phone features, just as you do when you are in the enterprise.
- Secure Enterprise Services, such as directory query can be accessed from any Wi-Fi or cellular data network, also outside your enterprise.

Depending on how your system administrator configured your account, you might have access to Secure Remote Voice or Secure Enterprise Services. Contact your system administrator if you are not sure whether you have secure remote access enabled on your account.

This chapter contains the following sections:

- [“Before You Begin” on page 5-2](#)
- [“Verifying that Secure Remote Voice Is Enabled” on page 5-3](#)
- [“Verifying that Secure Enterprise Services Are Enabled” on page 5-3](#)

5.1 Before You Begin

Perform the following to use Secure Remote Voice and Secure Enterprise Services:

- Create a Wi-Fi access point on your mobile device for a non-enterprise Wi-Fi network. Refer to [“Connecting to a Wi-Fi Network” on page 1-4](#) for details.
- Enable data access over Mobile network on the device.
- Configure and connect to a non-enterprise Wi-Fi network using your mobile device. This is optional if using cellular data.
- Configure preferred network settings. Refer to [“Changing Network Settings” on page 7-3](#) for details.
- Add the non-enterprise Wi-Fi network as a preferred connection in the application. Optional if using cellular data.
- Verify that Secure Remote Voice and Secure Enterprise Services are accessible with your Mobility user account. Refer to [“Verifying that Secure Remote Voice Is Enabled” on page 5-3](#) and [“Verifying that Secure Enterprise Services Are Enabled” on page 5-3](#).

If you are using a Wi-Fi from a hotspot or similar network, you might need to access a public Web page after creating a Wi-Fi access point on your mobile device so that you can enable access to the Internet. After you have established Internet connectivity, you can then add the access point as a preferred connection in the application.

NOTE Before you prepare to use Secure Remote Voice or access Secure Enterprise Services, verify that your Mobility user account is configured to use these features. If you are not sure whether you are authorized to use these features, contact your system administrator.

5.2 Verifying that Secure Remote Voice Is Enabled

After adding the remote Wi-Fi network as a preferred connection in the application, the mobile device automatically connects to the Wi-Fi network and gets registered with your organization's IP-PBX system.

If the Secure Remote Voice icon is present, the mobile device is registered, which indicates that VoIP is available. The icon's presence does not guarantee that all calls are made or received using the Wi-Fi network. By default, the ShoreTel Mobility solution determines whether to route a call using VoIP based on the signal strength of the Wi-Fi network, even if VoIP is available.



Secure Remote Voice

5.3 Verifying that Secure Enterprise Services Are Enabled

After adding the remote Wi-Fi access point as a preferred connection in the application, the mobile device automatically connects to the Wi-Fi network and attempts to register for Secure Enterprise Services. In the main application screen, verify that the Secure Enterprise Services icon, shown below, is present.



Secure Enterprise Services

When the Secure Enterprise Services icon is present, you can securely access enterprise services such as directory search and the enterprise voice mail indicator.

Searching the Corporate Directory

If your company uses an LDAP-based corporate (enterprise) directory server and your system administrator has configured the ShoreTel Mobility Router to search that directory server, the ShoreTel Mobility Client allows you to search the corporate directory from your mobile device when it is connected to the enterprise Wi-Fi network.

If you are outside the enterprise Wi-Fi network, you can search the corporate directory only if your system administrator has configured your ShoreTel Mobility user account to access enterprise services using a cellular data network. Searching the corporate directory using a remote Wi-Fi or cellular data network is a secure transaction.

This chapter contains the following sections:

- [“Using the Corporate Directory outside of the Enterprise” on page 6-2](#)
- [“Searching the Corporate Directory” on page 6-2](#)
 - [“Viewing Directory Search User Information” on page 6-2](#)
 - [“Placing a Call Using Directory Search” on page 6-3](#)
 - [“Adding a Directory Search Match to Contacts” on page 6-3](#)
- [“Adding a Favorite” on page 6-3](#)
- [“Deleting a Favorite” on page 6-4](#)
- [“Adding a Personal Contact” on page 6-4](#)

6.1 Using the Corporate Directory outside of the Enterprise

You can use the following networks to search the corporate directory when outside of the office:

- Cellular data network

Use the data network of your cellular service provider to access the corporate directory. The network depends on your service provider and the networks your mobile device supports. If you search the corporate directory using a cellular data network, you may incur data charges as described in your service plan. For information about your mobile device and cellular service plan, contact your cellular service provider or your system administrator.

- Wi-Fi network outside of the enterprise

If you can establish a connection to a Wi-Fi network with your mobile device, you can search the corporate directory.

For information about how to set up your mobile device to access Secure Enterprise Services, see [“Secure Remote Access” on page 5-1](#).

6.2 Searching the Corporate Directory

If your mobile device is connected to the enterprise Wi-Fi network, you can search the corporate directory just like you can using your desk phone. If you have access to Secure Enterprise Services, you can also search the corporate directory using a remote Wi-Fi or cellular data network.

Complete the following steps to search the corporate directory:

- 1 Select **Directory**.
- 2 Enter a string of letters or numbers that you want to search for in the corporate directory, then select the magnifying glass to perform the search.

NOTE Depending on the server configuration, if a search matches a large number of records in the directory, not all records may be shown. If any names in the directory match the string that you typed, those names appear. For example, entering “joe” displays all users with first name or last name that start with this string.

6.2.1 Viewing Directory Search User Information

If your directory search provides a match, any associated information that a user has chosen to present in the corporate directory will display (for example, home number or personal cell number).

Complete the following steps to view details about a Directory Search match:

- 1 From the list of Directory Search matches, navigate to the person for which you want more information.
- 2 Press and hold the contact name to display a popup of details.

The following includes but is not limited to a list of corporate directory information:

- Enterprise
- Mobile
- Home
- Email work
- Text Message

The contact information that is listed depends on the information that is in the corporate directory. For example, if there is no home phone number listed in the corporate directory, no home phone number is shown in the list of additional contact information.

6.2.2 Placing a Call Using Directory Search

You can call a person who is in the directory search match list using the contact information from the list instead of manually dialing the person's phone number.

Complete the following steps to place a call using a directory search match:

- 1 From the list of directory search matches, select the person that you want to call.
- 2 A screen with information relating to that person displays, including cell number, enterprise number, email address, and so on. Select the appropriate number to initiate the call.

6.2.3 Adding a Directory Search Match to Contacts

You can add the contact information from any directory search match to your mobile device's local contacts.

To add a Directory Search match to your contacts:

- 1 Select a contact to display a popup with options, then select **Add to Contacts**.
- 2 Select the appropriate account information under which to add the contact. Verify the information and select **Done** to continue, or select **Revert** to exit without saving changes.

6.3 Adding a Favorite

Complete the following steps to add a Directory Search contact to Favorites:

- 1 Select **Directory** and choose a contact.
- 2 Add the directory entry to Contacts, as described in [“Adding a Directory Search Match to Contacts” on page 6-3](#).
- 3 Locate the new contact in Contacts.
- 4 Press and hold the contact and select Add to favorites.

6.4 Deleting a Favorite

- 1 Select **Favorites** and locate the contact.
- 2 Select and hold the contact name to view a popup of options.
- 3 Select **Remove from favorites**.

6.5 Adding a Personal Contact

When a contact is designated as personal, calls made to or from that contact use the native cellular network, bypassing the Mobility Router. Complete the following steps to add a contact as personal:

- 1 Select **Contacts** and choose a contact.
- 2 Select and hold the contact name to view a popup of options.
- 3 Select **Add as personal**. When you select this option, all calls to and from the contact are considered personal and are not routed through the Mobility Router.
- 4 Press the contact name and hold again for the option to **Remove from personal**.

Changing the ShoreTel Mobility Client Settings

Use the Settings feature to view or modify General, Network, and Advanced ShoreTel Mobility Client Settings, and Call Settings such as Do Not Disturb and Forwarding of calls, enabling and uploading logs, and adjusting the audio settings for your device.

This chapter contains the following sections:

- [“Viewing General Settings” on page 7-2](#)
- [“Changing Network Settings” on page 7-3](#)
- [“Changing Advanced Settings” on page 7-5](#)
- [“Changing Call Settings” on page 7-7](#)
- [“Changing Presence/Instant Message Settings” on page 7-8](#)
- [“ShoreTel Communicator” on page 7-9](#)
- [“Provisioning” on page 7-10](#)
- [“Uploading Logs to the ShoreTel Mobility Router” on page 7-11](#)

7.1 Viewing General Settings

You can view your Mobility Router IP, Mobility Router Address, Remote IP, Remote Address, User Name, and Enterprise Extension.

Complete the following steps to access general settings

Select **Menu > Settings > General**.

- 1** Verify the information. These fields are read-only and can only be changed by reprovisioning.
- 2** Select **Use Native Dialer** to use the Android keypad for all the ShoreTel Mobility Client functions and for calls made from the regular Android Phone application. All calls placed using the Android phone dialer are routed to the application. This function is disabled by default. When disabled, calls made from the Android Phone application are placed as personal cell calls.

7.2 Changing Network Settings

You can perform the following tasks when changing the application network settings:

- Specify the networks to be used to place and receive enterprise calls.
- Specify the networks used to connect to the ShoreTel Mobility Server.
- Specify the **Preferred Wi-Fi Connections** or access points (APs) that the mobile device connects to when in range.
 - If you select multiple APs, the APs that you added and have used most recently are the APs that the mobile device tries to connect to first.

Complete the following steps to access network preferences:

Select **Menu > Settings > Network**.

1 In the **Allowed Data Networks** area, the following options are available:

- **Wi-Fi**—When enabled, Wi-Fi networks can be used to connect to the ShoreTel Mobility Server. When disabled, the ShoreTel Mobility application does not use Wi-Fi networks.
- **Cellular Data**—When enabled, a cellular data connection may be used to connect to the ShoreTel Mobility Server.

NOTE If Wi-Fi is enabled connected, the Wi-Fi network is used instead of cellular data when possible.

NOTE This option may be disabled if the your account has not been enabled for cellular data access on the ShoreTel Mobility Router.

- **Cellular Data Roaming**—When enabled, a cellular data connection may be used also while roaming.

NOTE This option is only available if your account has been enabled for cellular data roaming on the ShoreTel Mobility Router.

2 In the **Call Routing Preferences** area, the following options are available:

- **Wi-Fi**—When enabled, Wi-Fi networks are used for voice calls when possible. If disabled, Wi-Fi networks are not used for voice calls.
- **Cellular Data**—When enabled, voice calls can be made using a cellular data connection.

NOTE Voice calls over cellular data requires a 3G or faster data connection.

NOTE If Wi-Fi is enabled and connected the Wi-Fi connection are used for voice calls when possible.

- **Cellular Voice**—When enabled, enterprise calls will be placed as cellular voice calls when no data connections can be used.

NOTE The enterprise call is still connected via the ShoreTel Mobility Router.

- Disable this option to prevent cellular voice calls from being used for enterprise calls.

NOTE This option is only available if your account has been enabled for cellular voice calls on the ShoreTel Mobility Router..

- **Cellular Data Roaming**—When enabled, voice calls can be placed using a cellular data connection also when roaming.

NOTE This option is only available if your account has been enabled for cellular data roaming on the ShoreTel Mobility Server..

- **Cellular Voice Roaming**—When enabled, enterprise calls may be placed as cellular voice calls also when roaming.

NOTE This option is only available if your account has been enabled for cellular voice roaming on the ShoreTel Mobility Router.

TIP Disable this option to avoid incurring cellular voice costs when travelling to other countries.

- 3** Select **Preferred Wi-Fi Connection** to view a list of configured access points. Select **Any** to automatically select an access point or **Preferred network** to manually select an access point. Select an access point from the list and touch **Save**.

7.3 Changing Advanced Settings

Complete the following steps to access **Advanced** settings:

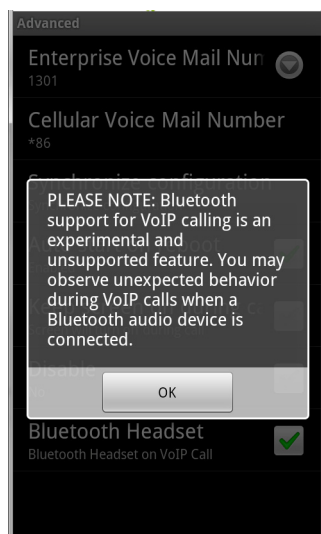
Select **Menu > Settings > Advanced**.

- Verify or change the **Enterprise Voice Mail Number**. This is the number you dial to access your enterprise voice mailbox. Contact your system administrator if you don't know what number to use.
- Verify the **Cellular Voice Mail Number**. This is the number to dial for checking your personal voice mail on the cell phone.
- Select Synchronize configuration to synchronize with the ShoreTel Mobility Router.
- **Auto start on reboot** is enabled by default. Select/deselect the checkbox to control the application startup behavior when the phone is rebooted.
- **Keep screen on during call** is enabled by default. Enable this option to prevent the screen from locking while on a call.
- Select **Disable** to disable the application. The application will shutdown. Launch the application and select **Enable**.

NOTE Disabling the application does not prevent you from receiving enterprise calls. When the application is disabled, incoming enterprise calls may still connect to your device as cellular voice calls.

To stop receiving enterprise calls on your device, your device must be removed from the ShoreTel Mobility Router configuration. Contact your system administrator.

- **Bluetooth Headset on VoIP Call** is disabled by default. Select/deselect the checkbox to enable or disable Bluetooth on VoIP on supported devices. **Note:** If your device does not support Bluetooth on a VoIP call, this feature is unsupported.



IMPORTANT Bluetooth support for VoIP calling is an experimental and unsupported feature. You may observe unexpected behavior during VoIP calls when a Bluetooth audio device is connected.

- Select **Primary Device** to change the setting to **Yes** and to make this device primary. **Refer to “[Provisioning the Device](#)” on page 1-6** for more information about Primary Devices.

7.4 Changing Call Settings

Perform the following tasks when changing the application call settings:

- Specify **Do Not Disturb (DND)**—Have your desk phone ring and mobile device not ring for all incoming calls.
- Specify **Forward Calls to VM**—Forward all calls to voice mail or a specified phone number.
- Specify **Forward Calls to Number/Call Forward Number**—When enabled, calls to this device are automatically transferred to the specified number.
- Specify **Transfer to Desk Number**—Define the enterprise phone number that is used when you transfer calls to your desk phone. By default, the extension of your enterprise phone number is used when transferring an active call from your mobile device to your desk phone.

Complete the following steps to access **Call Settings**:

Select **Menu > Settings > Call Settings**:

- **Do Not Disturb**—Select the length of time for DND to be active. To revert to allowing incoming calls to ring the device, select **Off**.
 - **On**—Enabled. Your desk phone rings for all incoming calls and the mobile device does not ring.
 - **Off**—Disabled. Your mobile device rings.
- **Forward call to VM**—Select to indicate all incoming calls are immediately forwarded to voice mail. Incoming calls to your enterprise phone number do not ring on your desk phone or mobile device.
- **Forward call to Number/Call Forward Number**— Enable **Forward Call to Number**, then select **Call Forward Number** to enter the phone number. Select **OK**.
- **Transfer to Desk Number**—By default, the extension of your enterprise phone number is used when transferring an active call from your mobile device to your desk phone. Select this option to enter a different desk phone number. Select **OK**.

If the telephony system for your enterprise uses a phone number other than your extension to transfer active calls to your desk phone, you can specify that number. If you need more information about which number your PBX uses to transfer calls, contact your system administrator.

7.5 Changing Presence/Instant Message Settings




- 1** Touch the **Settings** icon.
- 2** Touch **Presence/IM**.
- 3** The user name provisioned on the device can be different than the **Presence User Name**. For example, if someone borrows your device, use the **Change User** feature to enter that user's Presence information. Select **Change User** to revert back to your own user name.
- 4** Touch **IM History**. Select the appropriate option for the amount of history you want to display.
- 5** Toggle **IM Notification Ringtone**, On/Off.
- 6** Toggle **IM Notification Vibrate**, On/Off. Toggle ON if you want to be alerted about new IMs with a sound.
- 7** Toggle **Message Preview** to On to view a preview window of the IM.

7.6 ShoreTel Communicator

ShoreTel Mobility supports the following ShoreTel Communicator features when enabled.

NOTE The following features are available only when ShoreTel Communicator for Mobile is enabled. Refer to [“ShoreTel Communicator” on page A-I](#) for more information.

Table 7-5 ShoreTel Communicator Functions

Function	Icon	Description
Extension Assignment		Provides a list of phone numbers that you can be used as an alternate to a desk phone for incoming call routing.
Visual Voice Mail		Displays the number of voice mail messages in the voice mailbox, and displays textual information of messages, such as date, time and duration.
Call Handling Mode		Changes the call handling mode on the ShoreTel Mobility client.

- 1 Touch the **Settings** icon.
- 2 Touch **Presence/IM**.
- 3 Touch **ShoreTel Communicator**.
- 4 Enable or disable ShoreTel Communicator.
- 5 Touch **User Name** to enter a different user name or extension/ID, then select **OK**.

7.7 Provisioning

After installing the application, you can reprovision the device. You do not need to reprovision unless you get a new mobile device, switch between devices that use the same User ID, or your ShoreTel Mobility user account gets deleted from the Mobility Router.

Select the Android **Menu > Settings > Provision**. Refer to [“Provisioning the Device” on page 1-6](#) for provisioning instructions.

7.8 Uploading Logs to the ShoreTel Mobility Router

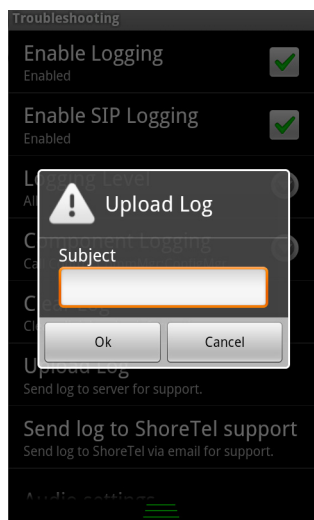
Your mobile device can collect logs while making and receiving calls. If a problem occurs, you can upload the logs, along with a short description of the problem, to the Mobility Router for evaluation.

NOTE A Wi-Fi or cell-data connection is required for this feature.

NOTE You can also email logs to ShoreTel Customer Support.

7.8.1 Uploading Logs

- 1 From the ShoreTel Mobility Client, select **Menu > Settings > Troubleshooting**.
- 2 **Enable Logging** is enabled by default. Select or deselect the appropriate options, then select **Upload log**.
- 3 Optionally, enter a brief description of the nature of the error in the **Subject** field. Select **OK**.



- 4 The log is uploaded. Select **OK** to clear the log.

7.9 Customizing the Tab Bar

Use the **Configure** menu to customize which operations are visible on the ShoreTel Mobility Client menu bar, which is located on the bottom of the device.

- 1 Touch the **Settings** icon.
- 2 Touch **Presence/IM**.
- 3 Touch **Customize Tab Bar**. Drag/Drop to reorder the tabs as displayed on the Mobility Client.

ShoreTel Communicator



A.1 Overview

ShoreTel Mobility supports the following ShoreTel Communicator features:

- Extension Assignment—When ShoreTel Communicator for Mobile is enabled, provides a list of phone numbers that can be used as an alternate to a desk phone for incoming calls.
- Visual Voice Mail—When ShoreTel Communicator for Mobile is enabled, displays the number of voice mail messages and information such as date, time and duration, and allows you to listen to voice mail messages.
- Call Handling Mode—When ShoreTel Communicator for Mobile is enabled, changes the call handling mode on the ShoreTel Mobility client.

A.2 Enabling ShoreTel Communicator

NOTE In most cases, your ShoreTel Communicator and Presence server's user name and password are the same, enabling Communicator to automatically log on.

To enable ShoreTel Communicator when your Communicator credentials are different from your ShoreTel Mobility credentials, refer to [“ShoreTel Communicator” on page 7-9](#).

A.2.1 Configuring Extension Assignment

The active Extension Assignment (EA) is an alternate phone number you can use to answer calls coming into the ShoreTel extension. For example, set EA as your home phone number to have all incoming calls to the ShoreTel extension routed to your home phone. When the EA is set to something other than your desk phone, the desk phone displays “Anonymous” on the screen. Calls placed from the desk phone in this state show “Caller ID unknown” on the called party’s display, since it is no longer assigned to you.

The default is Primary Phone (desk phone).

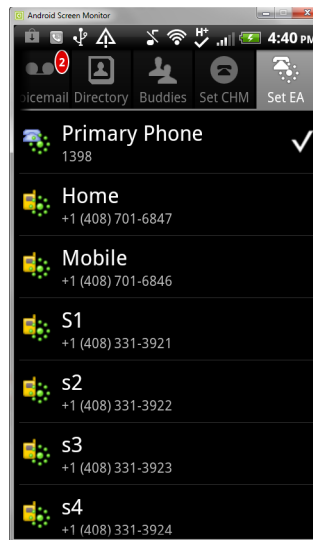
NOTE Define EA numbers in ShoreTel Communicator. Refer to your device-specific ShoreTel Communicator User Guide for more information.

NOTE All additional EAs defined in ShoreTel Communicator display on the ShoreTel Mobility Client. Set EA in the ShoreTel Mobility Client selects/enables the active EA.

The following steps presume ShoreTel Communicator is enabled.

To select an Extension Assignment:

- 1 From the main menu, select **Set EA**.



- 2 Select **Primary Phone** to have incoming calls routed to your primary phone (in most cases, a desk phone). Select another EA in the list to have incoming calls routed to that phone number. In this case, the primary phone becomes “Anonymous”.

NOTE When anything other than Primary Phone is set, you will not receive incoming enterprise calls on your mobile device.

A.3 Using Visual Voice Mail

Select **Voicemail** to view and play voice mail messages. A number displays indicating the current total of unheard messages. Messages that have not been listened to are displayed in bold text. Messages that have been listened to are displayed in plain text.

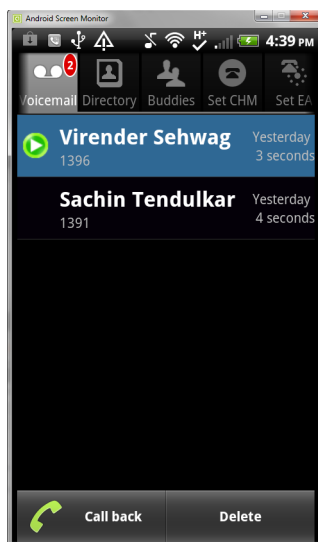
In addition, use this option to **Call Back** the originating number or to **Delete** a voice mail from the list of messages.

NOTE Select the extension or your personal phone number in the icon bar to toggle between enterprise voice mail and personal voice mail. When in **Business Dial** mode, the corporate voice mail system is accessed. When in **Personal Dial** mode, the native voice mail system is accessed. Refer to [“Using Personal Dial \(Dual Persona™\) Mode” on page 3-7](#) for more information on Business Dial mode and Personal Dial mode.

The following steps presume ShoreTel Communicator is enabled.

To use visual voice mail:

- 1** From the main menu, select **Voicemail**.
- 2** Select/highlight a voice mail message from the list.
- 3** Select this message again (play button) to hear the voice mail.



To place a call to the originating number:

- 1** Select a voice mail message from the list.
- 2** Select **Call Back**.

NOTE If a caller ID does not display, **Call Back** is not available.

To delete a voice mail message:

- 1** Select a voice mail message from the list.
- 2** Select **Delete**.

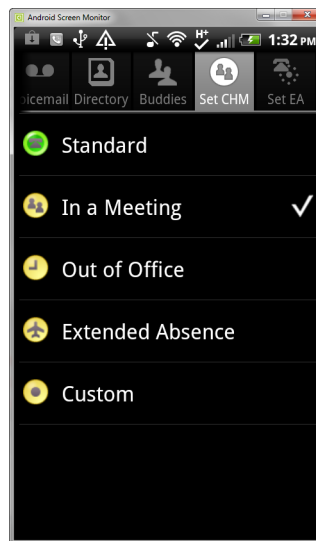
NOTE Visual Voicemail is not available for the Extension Only user.

A.4 Specifying Call Handling Mode

The active Call Handling Mode determines the handling of inbound calls. One mode is always active.

NOTE Configure the Custom Call Handling Mode using the **Configure Call Handling...** option in ShoreTel Communicator. This configuration is mirrored in the ShoreTel Mobility Client when **Custom** is selected. Refer to the ShoreTel Communicator for Mobile User Guide for more information on configuring Custom Call Handling Mode.

To specify the current Call Handling Mode:



- 3 Select Set CHM. Select the desired mode from the list of options. The check mark defines the current call handling mode.

NOTE Selecting **Out of Office** sends all calls directly to voice mail without ringing your phone.